HELLO?

Preparing For a Telephone Interview
Purpose of a Telephone Interview

- Convenient way for employers to narrow the pool of applicants.
- Minimizes the expenses involved in interviewing out-of-town candidates.
- Cost effective and efficient.
- Helps differentiate between candidates who appear similar on paper.
- Helpful to determine if the candidate is a “good fit” for the organization.
- Easy method for employers to check if a candidate is available.
Who Calls Whom?

- Typically, employers prefer to call candidates at their convenience and will arrange the interview time accordingly. However, employers may ask a candidate to call them to test how serious they are.

- If you receive a call from an employer at a bad time, ask if you can reschedule. When rescheduling, try to avoid arranging the interview too early in the morning or late on Friday afternoons.

- Remember to always clarify the time zone, the length of the interview, and who will be conducting the interview.
Preparing for the Interview

- Research the organization, the job position and the person who is interviewing you.

- Practice sample questions using a voice recorder to get an idea of how others hear you on the phone.

- Warm up your voice and practice smiling. A smile can be heard over the telephone!

- Have a short list of your accomplishments available to review. Make sure you follow the STAR technique (Situation, Task, Action, Result) to prepare examples that highlight qualities the interviewer is looking for.

- Prepare a list of your strengths and weaknesses.

- Prepare a short list of questions about the job and the organization, to ask the interviewer, either during or after the interview.

- Keep your resume, cover letter and job description in front of you. It will help you sell yourself.
During the Interview

- Try not to use a cell phone, to ensure quality of the conversation.

- Speak slowly and clearly so that the interviewer understands you. Avoid using slang and be careful with the tone of your voice.

- Have a glass of water by the phone in case your throat gets dry.

- Try to smile, it can be heard!

- Address the interviewer by name whenever you get the chance.

- Repeat the question, if necessary, before you respond.

- Sell yourself at every opportunity by giving specific examples from previous work and/or education experience. Remember to keep it short.

- Have a calendar available in case you are asked to schedule another interview.

- Ensure that you have privacy and are free from any distraction.
Closing the Interview

- Reaffirm your qualifications and reiterate your keen interest in the job as well as the organization.

- Ask the interviewer about the next steps, how you can follow up and any other questions you may have.

- Request contact information.

- Thank the interviewer for their time and the opportunity.
After the Interview

• Take notes about what you were asked and how you answered. It will help improve your performance in future interviews.

• Follow-up with a thank you note to the interviewer. It shows your interest in the job.

• Send any requested material immediately. Do not wait for later.
What not to do…

- Smoke, chew gum, eat or drink during the interview.
- Use slang and overuse of “ah”, “err”, “umm” and “like”.
- Pace about the room or take the call lying down.
- Put the interviewer on hold to take other calls.
- Mention compensation.
Thank You...